

**Massachusetts E-Licensing and ePermitting**  
ACA Reference Guide

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## 1. Managing Licenses and Permits

### 1.1 File an Online Application

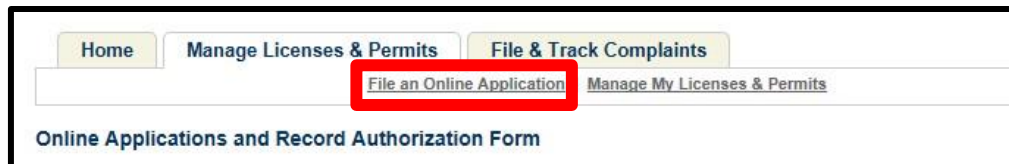
*Note: The steps, screens, and requirements for filing an application vary based on the specific license or permit. The screen below show a representative example of the types of screens a user will advance through.*

#### 1.1.1 File a First Time Application for Permit or License

1. From the eLicensing and ePermitting Portal Home Page, click the **Manage Licenses & Permits** tab



2. The **Manage Licenses & Permits** page will open.
3. Click **File an Online Application**, from the Manage Licenses & Permits bar.



4. The **Online Applications and Record Authorization Form** will open
5. Review the terms. Select the "I have read and accepted the above terms" checkbox and click **Continue**

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### Online Applications and Record Authorization Form

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting portal. In order to continue, you must review and accept the terms outlined as set forth below. Click the "Continue" button in order to proceed with the online submission process.

In order to perform licensing and permitting transactions online, you were required to register for the eLicensing and ePermitting Portal. All registered users of the eLicensing and ePermitting Portal are required to agree to the following:

1. Use of the Commonwealth of Massachusetts eLicensing and ePermitting Portal is subject to federal and state laws, which may be amended from time to time, including laws governing unauthorized access to computer systems. Online inquiries and transactions create electronic records that in some instances might be disclosed to third parties pursuant to the public records law or other laws.

☒ I have read and accepted the above terms

Continue

6. The **eLicensing and ePermitting Online Services** page will open
7. Expand the **Alcoholic Beverages Control Commission** menu by clicking the arrow; select the appropriate radio button for the application license. Click **Continue** to begin application.

### eLicensing and ePermitting Online Services

**New Applicants and Consumers:**  
The Commonwealth of Massachusetts eLicensing and ePermitting portal provides the ability to file applications for licensure & permits and submit complaints. From the listing below, please select the service you would like to use and click the continue button.

**Existing Licensees or Permit Holders:**  
You may use the "Manage Licenses & Permits" tab to renew or amend a license or permit. NOTE: The Division of Professional Licensure's "License Amendment" service below can be used to update information, such as a mailing address, across multiple licenses.

If your license or permit is not listed under the "Manage Licenses & Permits" tab, please select the "Link your online account to an existing record" option found under the "Massachusetts eLicensing and ePermitting Portal" section below. You will be prompted for a "record identification code" and "authorization code." This information was provided to you on your renewal notice or other recent communication from the Agency.

- ▶ Massachusetts eLicensing and ePermitting Portal
- ▶ Alcoholic Beverages Control Commission
- ▼ Division of Professional Licensure
  - Sheet Metal Apprentice Application
  - Sheet Metal Business Application
  - Sheet Metal Instructor Application
  - Sheet Metal Journeyman Application
  - Sheet Metal Master Application
  - Sheet Metal Permit Application
  - Sheet Metal School Application
  - Veterinary Medicine Application
  - License Amendment
  - Application for Complaint

8. The selected license application form will open to the **Contact Information** tab. Either click **Select from Account** to use an existing contact or **Add New** to provide separate contact information.

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## Airline Master License Application



### Step 1 : Business & Contact Info > Contacts

Please note: You will be able to review and edit all Application information on the "Review" tab before it is submitted to the ABCC.

\* indicates a required field.

#### Applicant

Please enter the Contact Information in the Applicant Section. This contact is responsible for this Application. They must have the authority to sign the application or in certain circumstances on behalf of the Licensee or Applicant (please refer to the Agency for more Information).  
To add new contacts, click "Add New" button. To edit the information, click the "Edit" link.

[Select from Account](#)


[Add New](#)

#### Business

Please enter the Licensee or Applicant Information in the Business Section.  
If you are not a Certificate of Compliance Applicant, Shipping Address information is not required.  
To add new contacts, click "Add New" button. To edit the information, click the "Edit" link.

[Add New](#)

[Continue »](#)

Save and resume later: 

9. The **Contact Information** window will open. Complete the section by entering information in the required fields and radio buttons. The required fields are denoted by an asterisk.

The screenshot shows a 'Contact Information' window with the following fields and options:

- Salutation: Mr. (dropdown)
- \*First Name: John
- Middle Name: (empty)
- \*Last Name: Doe
- Suffix: (empty)
- Title: (empty)
- \*SSN: 123-45-6789
- \*Date of Birth: 01/01/1960 (calendar icon)
- \*Primary Phone: (empty)
- \*Preferred Communication: Email (dropdown)
- Alternate Phone: (empty)
- \*Email: john.doe@gmail.com
- Fax Number: (empty)
- Mobile Phone: (empty)
- Roles (checkboxes):
  - Contractual
  - Director
  - Landlord
  - LLC Manager
  - LLC Member
  - ☒ Management/ Operating Agreement
  - Officer
  - Partner
  - Revenue Sharing
  - Sole Proprietor
  - Stockholder
  - Other
- \*Massachusetts Resident: Yes (radio), No (radio)
- OTHER BENEFICIAL INTEREST**  
List any direct or indirect, beneficial or financial interest in any other Massachusetts Alcoholic Beverages License(s)?
- Showing 0-0 of 0
- Table headers: ABCC License Number, Type of Interest (choose primary function), Percentage of Interest, License Status

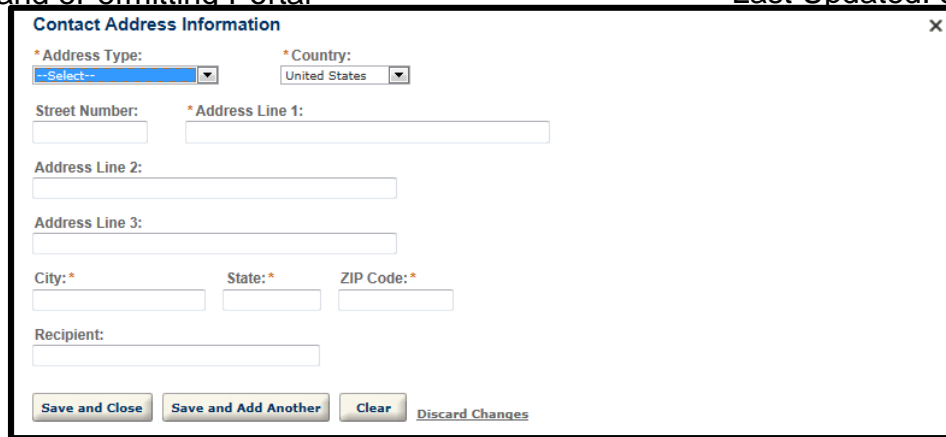
10. Select **Add Contact Address** to provide a business or mailing address.

The screenshot shows the 'Contact Addresses' section with the following elements:

- Section title: Contact Addresses
- Button: Add Contact Address
- Text: To edit a contact address, click the address link.
- Text: Showing 0-0 of 0
- Table:

Address Type	Recipient	Address	Action
No records found.			
- Buttons: Save and Close, Clear, Discard Changes

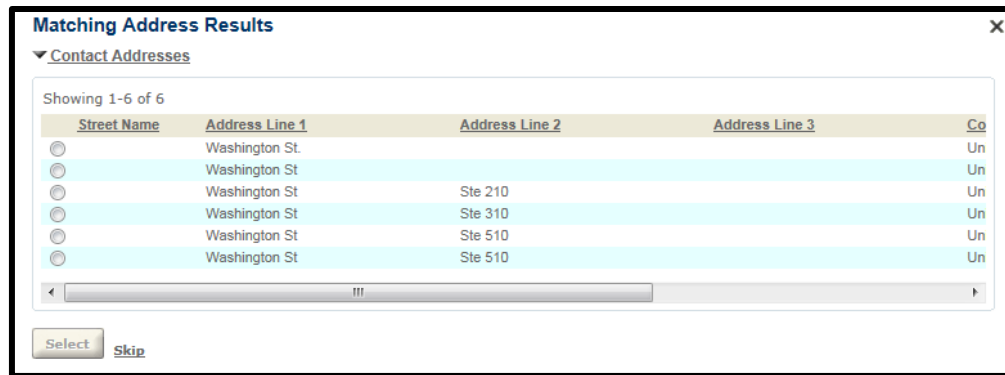
11. The Contact Address Information tab will open. Complete the section by entering information in the required fields. The required fields are denoted by an asterisk. Click **Save and Close** to continue.



The image shows a web form titled "Contact Address Information" with a close button (X) in the top right corner. The form contains the following fields and controls:

- \* Address Type:** A dropdown menu with "--Select--" as the current selection.
- \* Country:** A dropdown menu with "United States" as the current selection.
- Street Number:** A text input field.
- \* Address Line 1:** A text input field.
- Address Line 2:** A text input field.
- Address Line 3:** A text input field.
- City: \*** A text input field.
- State: \*** A text input field.
- ZIP Code: \*** A text input field.
- Recipient:** A text input field.
- Buttons:** "Save and Close", "Save and Add Another", "Clear", and a link "Discard Changes".

12. You will be taken to the Matching Address Results tab. This displays the registered USPS mailing addresses which match the entered information. Select the appropriate address and click **Select**.



**Matching Address Results**

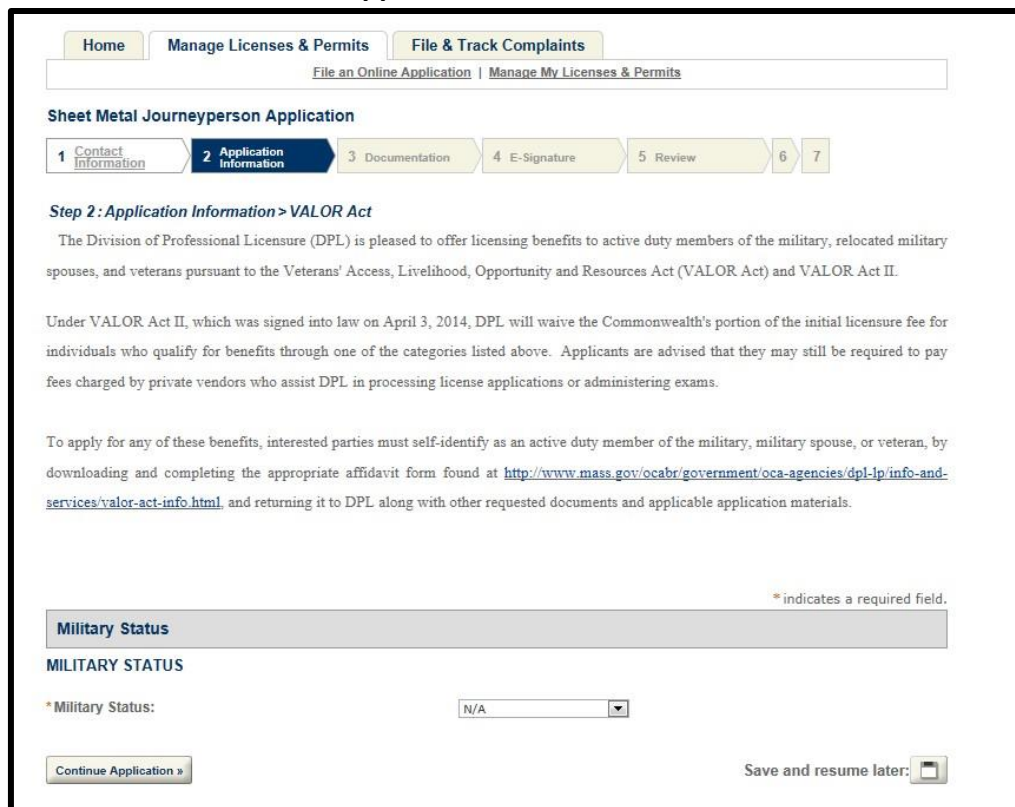
▼ Contact Addresses

Showing 1-6 of 6

Street Name	Address Line 1	Address Line 2	Address Line 3	Co
<input type="radio"/>	Washington St.			Un
<input type="radio"/>	Washington St			Un
<input type="radio"/>	Washington St	Ste 210		Un
<input type="radio"/>	Washington St	Ste 310		Un
<input type="radio"/>	Washington St	Ste 510		Un
<input type="radio"/>	Washington St	Ste 510		Un

Select Skip

13. You will be returned to the **Contact Information** form, click **Save and Close** to continue.
14. You will be returned to the **Contact Information** tab, click **Continue Application**.
15. The **Application Information>VALOR Act** tab will open. Select your **Military Status** from dropdown menu, click **Continue Application**.



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**Sheet Metal Journeyman Application**

1 Contact Information 2 Application Information 3 Documentation 4 E-Signature 5 Review 6 7

**Step 2: Application Information > VALOR Act**

The Division of Professional Licensure (DPL) is pleased to offer licensing benefits to active duty members of the military, relocated military spouses, and veterans pursuant to the Veterans' Access, Livelihood, Opportunity and Resources Act (VALOR Act) and VALOR Act II.

Under VALOR Act II, which was signed into law on April 3, 2014, DPL will waive the Commonwealth's portion of the initial licensure fee for individuals who qualify for benefits through one of the categories listed above. Applicants are advised that they may still be required to pay fees charged by private vendors who assist DPL in processing license applications or administering exams.


To apply for any of these benefits, interested parties must self-identify as an active duty member of the military, military spouse, or veteran, by downloading and completing the appropriate affidavit form found at <http://www.mass.gov/ocabr/government/oca-agencies/dpl-lp/info-and-services/valor-act-info.html>, and returning it to DPL along with other requested documents and applicable application materials.

\* indicates a required field.

**Military Status**

MILITARY STATUS

\* Military Status:

Continue Application » Save and resume later: 

16. The **Application Information>Background Questions** tab will open. Content of this tab will be based upon selected license. Complete the section by entering information in the required fields and radio buttons. The required fields are denoted by an asterisk. Click **Continue Application** to continue.
17. The **Application Information>Licenses in Other States** tab will open. Complete the section by adding rows as need. A license in another state is not required to continue application. Click **Continue Application** to continue.



18. **Documentation** tab will open; complete the section by uploading any supporting documentation. Upload documentation by clicking Add.

The screenshot shows the 'Sheet Metal Journeyperson Application' form at Step 3: Documentation. The progress bar at the top indicates steps 1 through 7, with Step 3 highlighted. Below the progress bar, the title 'Step 3: Documentation > Documentation' is displayed. A note states '\* indicates a required field.' Below this is a section titled 'Documentation' with a sub-note: 'The maximum file size allowed is 10 MB.' A table with columns 'Name', 'Type', 'Size', 'Latest Update', and 'Action' is shown, with the message 'No records found.' below it. An 'Add' button is located below the table. At the bottom, there are two buttons: 'Continue Application »' and 'Save and resume later: [icon]'.

19. Window will appear allowing selection of upload file. Once file is selected, file will automatically be uploaded. Select a file **Type** and enter a **Description** for uploaded file, click **Save**.

*Note: Interface for uploading files will vary based upon operating system.*

20. You will receive a confirmation message; uploaded document will appear below. Click **Continue Application** to continue.

The screenshot shows the 'Sheet Metal Journeyperson Application' form at Step 3: Documentation. At the top, there are tabs for 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below the tabs, there is a link 'File an Online Application | Manage My Licenses & Permits'. A green confirmation message with a checkmark icon states: 'The attachment(s) has/have been successfully uploaded. It may take a few minutes before changes are reflected.' Below this message is the 'Sheet Metal Journeyperson Application' progress bar, with Step 3 highlighted. The title 'Step 3: Documentation > Documentation' is displayed. A note states '\* indicates a required field.' Below this is a section titled 'Documentation' with a sub-note: 'The maximum file size allowed is 10 MB.' A table with columns 'Name', 'Type', 'Size', 'Latest Update', and 'Action' is shown, with the following data row:

Name	Type	Size	Latest Update	Action
ToDo 1-6-15.txt	Proof of a high school diploma or GED	303 bytes	01/07/2015	<a href="#">Actions</a> ▼

An 'Add' button is located below the table. At the bottom, there are two buttons: 'Continue Application »' and 'Save and resume later: [icon]'.

21. The **E-Signature** tab will open. Review the agreement, select the “I agree” checkbox and enter name into the **My full name** field. Click **Continue Application** to continue.

The screenshot shows the 'E-Signature' step of the 'Sheet Metal Journeyperson Application'. At the top, there are navigation tabs: 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below these are links for 'File an Online Application' and 'Manage My Licenses & Permits'. A progress bar at the top indicates seven steps: 1, 2 Application Information, 3 Documentation, 4 E-Signature (current step), 5 Review, 6 Pay Fees, and 7. The main content area is titled 'Step 4: E-Signature > E-Signature'. It contains a paragraph of instructions, a certification statement, and a warning: 'Do Not E-Sign Until You Have Read The Above Statement.' Below this is a form for the electronic signature, including a checkbox for 'I agree', a text field for 'My full name', and a 'Continue Application' button. A 'Save and resume later' option is also present.

22. **Review** tab will open. Review information and make any edits by selecting **Edit** for each section. Click **Continue Application** to continue.

The screenshot shows the 'Review' step of the 'Sheet Metal Journeyperson Application'. The progress bar at the top indicates seven steps: 1, 2, 3 Documentation, 4 E-Signature, 5 Review (current step), 6 Pay Fees, and 7 Record Issuance. The main content area is titled 'Step 5: Review'. It contains a 'Continue Application' button and a 'Save and resume later' option. Below this is a section titled 'Record Type' with a sub-section 'Sheet Metal Journeyperson Application'. Under this, there is an 'Applicant' section with a list of questions and answers, and a 'Military Status' section. An 'Edit' button is visible next to the 'Applicant' section.

23. **Pay Fees** tab will open. Review fees and click **Continue Application**.

**Sheet Metal Journeyperson Application**

1

2

3 Documentation

4 E-Signature

5 Review

6 Pay Fees

7 Record Issuance

**Step 6: Pay Fees**

Listed below are fees based upon the information you've entered. Please review the fees and then click the "Continue" button to proceed. You will be redirected to the Commonwealth's payment site to provide all required payment information.

**Application Fees**

Fees	Qty.	Amount
Journeyman Sheet Metal Worker	1	\$155.00

**TOTAL FEES**  
Note: This does not include additional inspection fees which may be assessed later.  

\$155.00

Continue Application »

24. E-Pay page will open. You will be prompted to enter payment information. Click Submit Payment to continue.

25. Record Issuance tab will open with confirmation message "Successfully Completed."

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**Sheet Metal Journeyperson Application**

1

2

3 Documentation

4 E-Signature

5 Review

6 Pay Fees

7 Record Issuance

**Step 7: Record Issuance**

**Receipt**

☒ Successfully Completed.

DPL  
2015-000038-SM- Sheet Metal Journeyman  
JRA Application